



## Survey Tracking System

STS



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## 1.0 Introduction

The Survey Tracking System (STS) is a dynamic web based survey generator. The application was Designed for the Department of Human Service's (DHS) Mental Retardation and Developmental Disabilities Administration (MRDDA) of Washington DC. The application is used to create questionnaires or surveys which gather user opinions or responses for statistical reasoning. STS allows the administrator to create multiple surveys, each with unique verbiage and rating scales. Authorized users have access to STS through an internet browser and can only view active surveys.

The manual will guide you through the steps or procedures necessary to navigate the STS application. Upon completion, store the manual in a central location where everyone may reference the document. Further questions or comments should be directed to the system administrator or the MRDDA information technology department.



## 2.0 Logon Screen

The Survey Tracking System, from here out referred as STS, does not require a username or password (section 2.1) to complete a survey but they are necessary to create, edit, delete surveys, rating scales or administrative users. The administrative user will be authorized to access the system thru the logon screen (figure 2.0.1). This screen consists solely of the username and password text areas (figure 2.0.1 A), and a general introductory graphic.

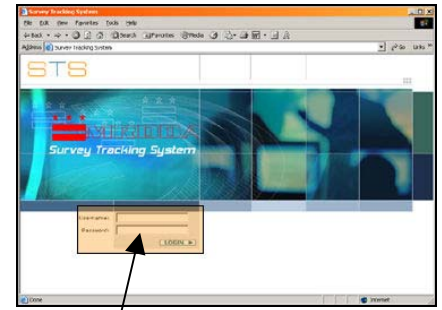


Figure 2.0.1

A

### 2.1 Usernames and Passwords

All usernames that are granted in the STS application are specific and unique to that user. This will promote data integrity and greater security for the STS application. Because of the nature of the application, there must be a request entered to the system administrator to have administrative access granted to STS. To register for the STS application, please follow these two (2) steps:

1. Get the online application form.
2. Fill out and submit the online form.

To get the online application form to subscribe, send an e-mail to the system administrator requesting the form. The system administrator will then reply with a link (URL) to the online form. Go to that link and complete the form.

**Warning:** Before filling out the form, please read carefully the rules and conditions that apply to the STS Application

After the form has been submitted, there will be a notification via e-mail after the request has been approved. If upon submitting the request the following error is returned:

That username already exist in this application. Please enter a new username.

Please re-enter a new username and re-submit the form. If the error should return again, continue attempting a new username until the system validates one.

### 3.0 Navigation

The STS administration application has a general layout for all screens that can be seen in figure 3.0.1. The first section (figure 3.0.1 B) is the general title bar for the area that is being browsed in the application. Navigation thru these general sections will be available on the navigational bar, which is located on the left hand side of the screen (figure 3.0.1 C), further described in section 3.1 (Navigational Bar). There is also a detailed description, just to the right of the navigational bar, of the exact page the end user is on (figure 3.0.1 E). All options and sub-navigations within the main page will appear on the right hand side of the screen, right below the title bar (figure 3.0.1 D). These navigational options are both graphical and text links. More information on sub-navigation will be provided in section 3.2 (Sub-Navigation). The final section is the work area (figure 3.0.1 A), this is where all work is completed. From here the end user will be able to complete all data entry, updates and deletion for the system.

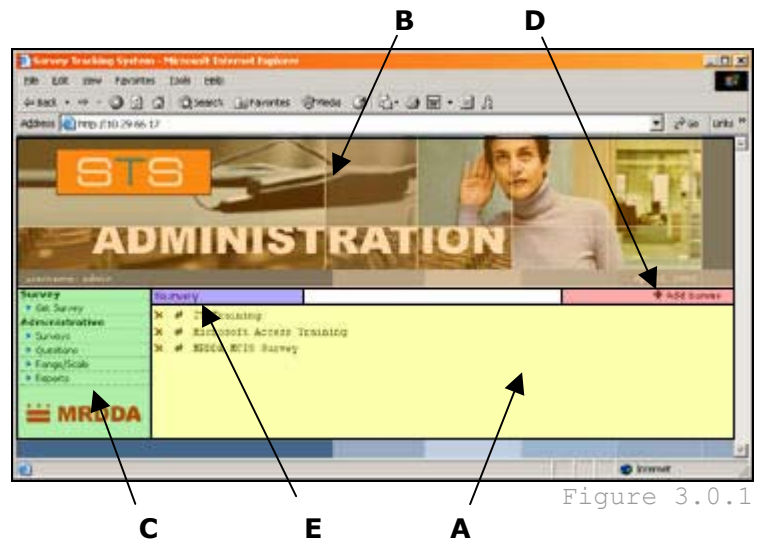
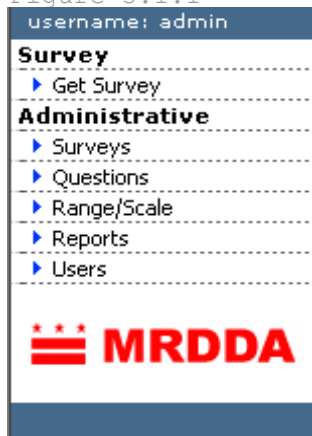


Figure 3.0.1

Figure 3.1.1



#### 3.1 Navigational Bar

The navigation bar (figure 3.1.1) will allow the end user, or administrator in this case, to navigate thru the site. The navigation bar is broken up into two (2) different sections, **Survey** and **Administrator**. Under each section are the links that are available. For **Administrator** these are the follow options:

- Surveys
- Questions
- Range/Scale
- Reports
- Users

Under the **Survey** section there is only one option, Get Survey. This option will allow the administrator to view all the surveys as if the administrator was a regular end user.

#### 3.2 Sub-Navigational

The sub-navigation can be found right below the title bar on the right side of the screen. The purpose of the sub-navigation is to provide the end user with the ability to navigate thru each main section of the application. This navigation is done in both text and graphical links.

## 4.0 Get Survey/Public Section

The Get Survey section is very similar to that which is displayed to the general public. The Get Survey section is designed to display all the available surveys that are currently in the system, and are selected by the administrator to be displayed. The Main difference between the two screens (figure 4.0.1) is the navigation and title bar. However, the functionality (figure 4.0.1 A) on both screens will remain the same, except for the two previously mentioned options. The navigational bar remains in the administration section so that the administrator may navigate thru the site, and the title bar just denotes what section the application is in.

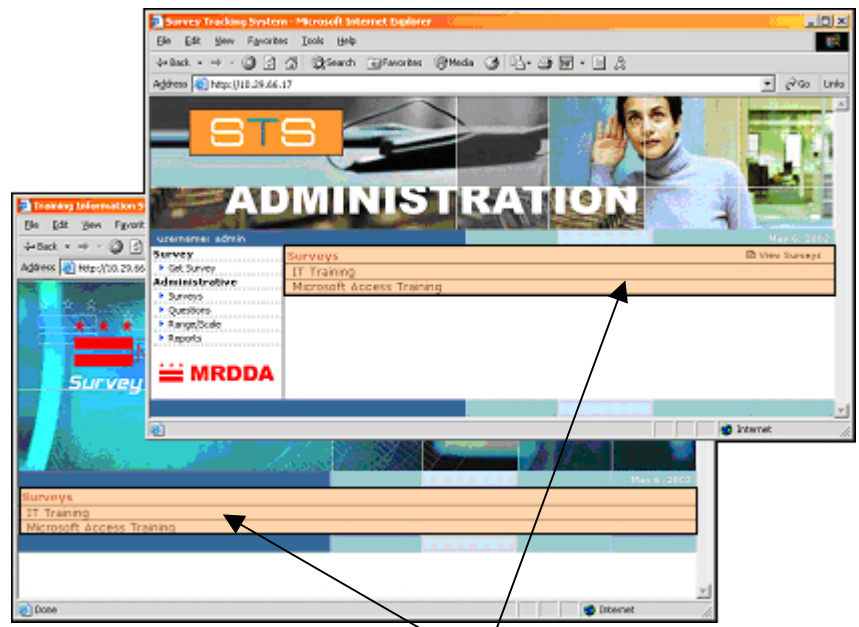


Figure 4.0.1

### 4.1 Select Survey

To select a survey from the system, roll the mouse over the survey that is desired to be taken (figure 4.0.1 A). The survey will then be highlighted in orange, once the survey is highlighted, click the mouse button. This will generate a pop-up window with the survey. In the public section of the STS application, once the end user has taken the survey, they will no longer be able to select the survey from that page again. If attempted, the following error message will appear in a prompt:

You have already taken this survey.

If this happens, click the okay button and select another survey. In the administrative section, this option has been disabled, so that the administrator may view the survey as often as needed.

### 4.2 Complete Survey

Once the survey is viewable on the screen, the end user may proceed to complete the survey. All questions for the survey will be listed in order on the left and middle portion of the screen (figure 4.2.1 A) The positioning of these question will be determined by the length of the question. The answers to the questions are listed in within the same column, on the right side of the screen (figure 4.2.1 C). To answer a question, place the cursor over the desired answer and click the mouse button. This will produce a little black dot within the radio button ☐. To change the answer to any particular question, place the cursor over the answer and click the mouse button. This will then move the black dot in the radio button to the new answer selected. All answers must be completed before continuing on with the survey. If the end user attempts to submit the page without answering all the questions, the following prompt will appear:

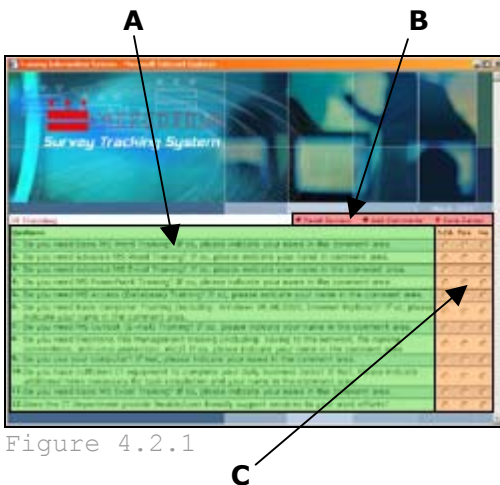


Figure 4.2.1

The following fields are incorrect:  
 Question 1. (no selection)  
 Question 5. (no selection)  
 Please correct before proceeding.



This error will show exactly which question(s) have not been answered. Answer those question(s) listed in the error statement, and the application will allow the end user to proceed.

#### 4.2.1 Add Comments

If there is the need to append comments to the survey, click the Add Comments **+** link on the survey page (figure 4.2.1 B) once all of the questions have been answered. The screen will then proceed to the comments section (figure 4.2.2). This screen is comprised in a similar fashion to that of the survey screen. All questions are aligned to the left of the screen, and where the questions once where, there are now comment boxes. The answers for the questions are listed right below each question (figure 4.2.2 A). Unlike the regular survey screen, this screen now has the comment boxes for the end user to input any relevant information deemed as necessary. However, these comment boxes (figure 4.2.2 C) do not need to be all filled out in order for the page to save. If upon entering the page, there are no comments needed to be filled out, click the Skip Comments link (figure 4.2.2 B) and the survey will be completed. If there are comments that have been entered, click the Save Comments (figure 4.2.2 B) link and all the comments for the questions will be saved to the database.

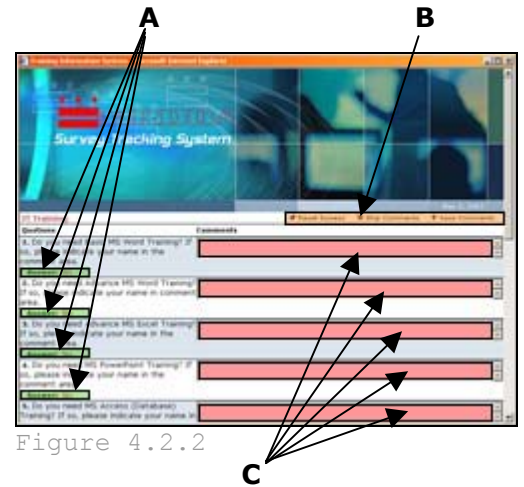


Figure 4.2.2

## 5.0 Surveys

The Surveys section is the administration for creating, updating, and deleting surveys within the STS application, as well as viewing all questions and ranges that are linked to that particular survey and whether or not to display any surveys. The main survey screen (figure 5.0.1) provides a detailed view of all surveys within the application that have not been deleted. From here, the ability to view, add and delete a survey is available to the administrator. To create a new survey, click the add survey **+** button (figure 5.0.1 B). This will take the administrator to the add survey screen which will be later discussed in further detail in section 5.3 Add Survey. The administrator may also delete and view any survey that is in the work area (figure 5.0.1 A) by clicking on the delete **X** or view **V** button next to each of the surveys.

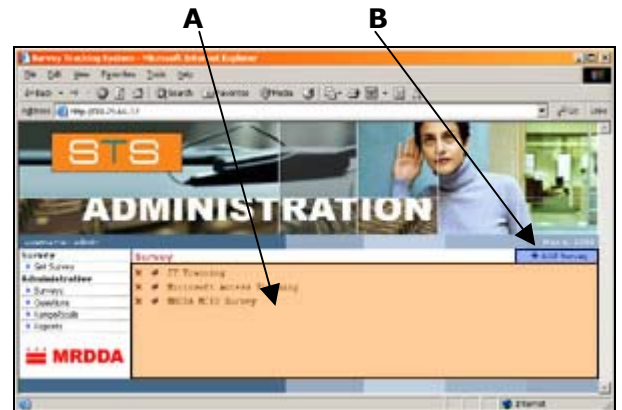


Figure 5.0.1

### 5.1 View Survey

The view screen (figure 5.1.1) contains all the data relevant pertaining to the survey selected. This data includes:

- Survey Name
- Range Assigned
- Display
- Questions

The survey name is displayed in a drop down box. This is so that the administrator can make a quick change to a different survey without having to go back to the original survey screen.

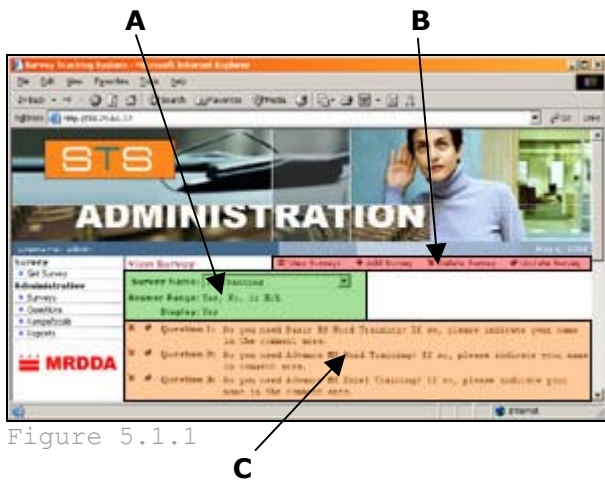


Figure 5.1.1

The range assigned lets the administrator know what answers are going to be displayed when the survey is run. And the display data shows whether or not the survey is being displayed to the general public. The final set of data is the questions area (figure 5.1.1 C). This area lists all questions that have been linked to this survey. For faster manipulation of the question data, each question has the delete **X** and update **U** button next to it.

The sub-navigation on the view survey has four main options available to the administrator. The first being the View Survey **V** link: This link will return the administrator to the previous screen. The following link is the Add Survey **A**: This will enable the administrator to add a new survey to the system. The third link, Delete Survey **X**,

allows for the deletion of the survey that is currently being view. The Final link is the Update Survey **U**: This link will grant access to update information on the survey.

## 5.2 Add Survey

In order to add a survey, two (2) fields must be complete. The first being the survey name. Select something that will differentiate this survey from other that are already in the system. The next option is the answer range. This option will determine which answers will be applied to the survey that is being created. After all the appropriate information has been entered and selected, click the save **S** button and the new survey will be created.

## 5.3 Update Survey

Updating a survey is very similar to that of adding a survey, except for the addition of one (1) extra field, that being the display field. The first two (2) fields are identical to adding a survey, the name fields and the answer range. These fields are pre-populated with the data of the survey that is being update. To update the survey, change any information as needed then click the save **S** button and the screen will return to the view survey screen with all the changes that have been made.

## 5.4 Delete Survey

Anywhere within the survey section, the administrator has the ability to delete the survey. To delete the survey, regardless of which section, click the delete **X** button. This will create a prompt:




Do you want to delete?

If upon coming to this point and the deletion of this survey is not wanted, click the cancel **C** button. This will void the transaction. To continue with the deleting of the survey click the OK **O** button. This action will **permanently** remove the survey from the STS application.

**Note:** When the survey is deleted from the system, the questions will remain in the system, however, they will no longer be assigned to any one survey.



## 6.0 Questions

The questions section provides the ability for the administrator to create, update, and delete question for the surveys in the STS application. Upon entering the main screen, the administrator has the ability to view all questions, or just those pertaining to a particular survey. To change to a different survey, select a new survey from the drop down list (figure 6.0.1 A), right above the questions. This will automatically reload the page with the proper information according to the survey that was selected. From this screen there is also the option to add a new question by clicking the Add Question  link (figure 6.0.1 B), and delete  and update  questions by clicking the appropriate link next to any question (figure 6.0.1 C).

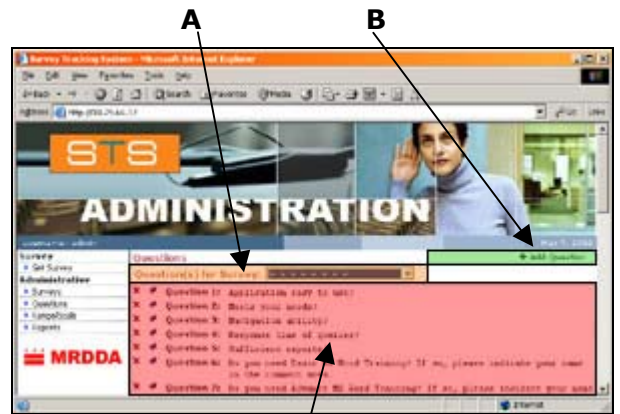





Figure 6.0.1

### 6.1 Add Question

The Add Question screen has some functionality similar to that of the main questions screen. It has a complete list of all questions with the option to delete  or update  any question (figure 6.1.1 F), as well as the option to change the survey that is being viewed by selecting one from the drop down box (figure 6.1.1 G). Right above that information is the add question form field (figure 6.1.1 D). The form is comprised of one text area and a multitude of check boxes. To complete a new question, fill out the text area with the said question and select which survey(s) the question will belong to. Because of the inherent relational nature of the database and coding, a single question can be linked to one or multiple surveys. This in turn cuts down drastically on the time entering questions and the ability to ask a single question over a plethora of surveys. Once all the information has been entered, click the save  link (figure 6.1.1 E). Once all the information has been saved the screen will display:

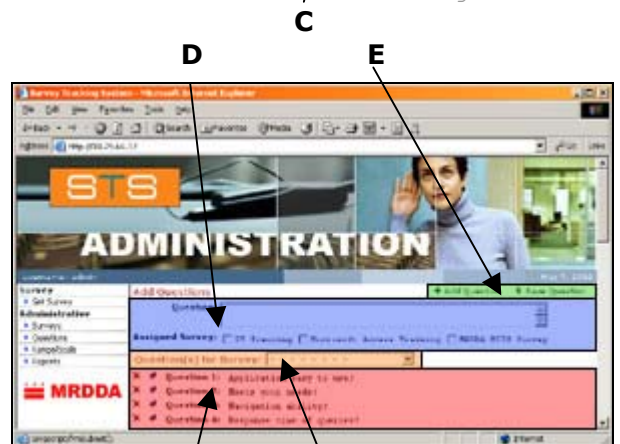



Figure 6.1.1


Information saved.

The page will then return to the add questions page, where the administrator can further enter more questions.



### 6.2 Update Question

The update screen is identical to that of the add question section (figure 6.1.1), except for the fact that the form is populated with the data according to the question that was selected. To update the question, change any and all information needed then click the save  link, and the page will then submit the changes to the database.

### 6.3 Delete Question

Anywhere within the question section, including add and update question pages, the administrator has the ability to delete a question. To delete a question, regardless of which section, click the delete  button. This will create a prompt:

Do you want to delete?

If upon coming to this point and the deletion of this question is not wanted, click the cancel  button. This will void the transaction. To continue with the deleting of the question click the OK .

button. This action will **permanently** remove the question from the STS application as well as the association that was made to any surveys.

**Note:** When the question is deleted from the system, the survey will remain in the system.

## 7.0 Range/Scale

Because of the complexity of the application, the answers section was broken into two (2) separate sections. The first being the range, which essentially is the title given to a group of answers, and the second being the scale. These scales are the actual answers that are displayed in the survey. The Range section, realistically the answers section, is the administration for creating, update, and deleting ranges and scales within the STS application, as well as viewing all ranges and scales that are linked to that particular range and whether. The main range screen (figure 5.0.1) provides a detailed view of all ranges within the application. From here, the ability to view, add and delete a range is available to the administrator. To create a new range, click the add range **+** button (figure 7.0.1 B). This will take the administrator to the add range screen which will be later discussed in further detail in section 7.2 Add Range. The administrator may also delete and view any survey that is in the work area (figure 7.0.1 A) by clicking on the delete **X** or view **🔍** button next to each of the ranges. This section will also provide the administrator with the ability to create, update, and delete any scales (answers).

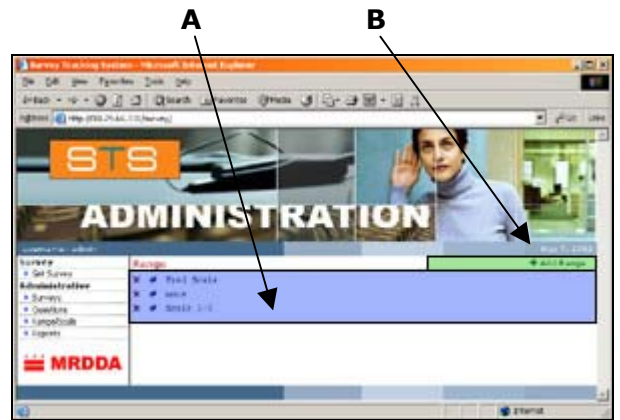


Figure 7.0.1

### 7.1 View Range

Once into the view range screen, there are many additional options available to the administrator (figure 7.1.1 B), aside from the normal functionality that is available in each section, there is also the ability to delete **X** or view **🔍** any scale that has been assigned to a range, as well as create new scales for a particular range. From the drop down box (figure 7.1.1 A), the administrator can change the range that is being currently viewed to another and according to which range has been selected the appropriate scales will be displayed below (figure 7.1.1 C). The normal functionality that is afforded to the administrator is as follows:

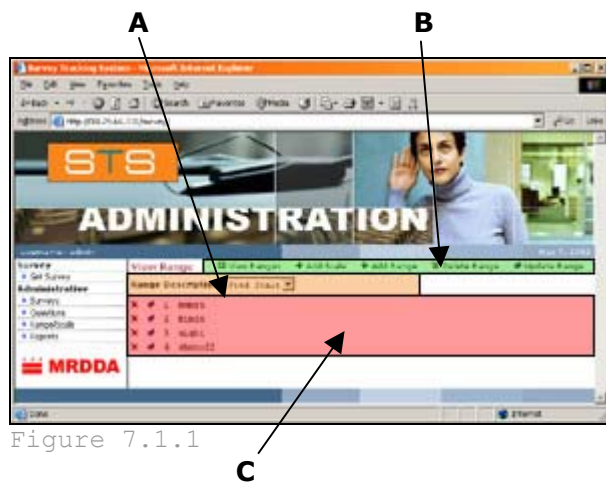


Figure 7.1.1

- Update Range
- Delete Range
- Add Range
- View Ranges

These options are all available to the administrator through the sub-navigation bar (figure 7.1.1 B) on this screen.

### 7.2 Add Range

There is only one (1) field to be filled out to complete the range form field. Once the field is completed, click the save **📌** link and a new range will be entered into the system.

### 7.3 Update Range

The update range section is again identical to the add range section, except for the fact that the form field is now populated with the name of the range. Make the desired changes to the form and click the save **📌** link. This will commit the changes to the database.

## 7.4 Delete Range

The only two (2) screens that a range can be deleted from are the main range/scale screen and the view range screen. To delete a range, regardless of which section, click the delete **X** button. This will create a prompt:

Do you want to delete?

If upon coming to this point and the deletion of this range is not wanted, click the cancel  button. This will void the transaction. To continue with the deleting of the range click the OK  button. This action will **permanently** remove the range from the STS application as well as the association that was made to any surveys.


**Warning:** When the range is deleted from the system, all scales that have been associated to that range will also be deleted from the system.

## 7.5 Scales

The reason why the STS application uses the word scale instead of answer is because of the nature of the answers. These answers are actually scale based answers. This scale is determined by the administrator, according to each survey.

**Example:** The answers are based on a scale of one (1) thru five (5); One (1) being the worst and five (5) being the best

### 7.5.1 Add Scales

The add scale section will only allow for the addition of a scale assigned to only one range. The reason for this is to maintain data integrity throughout the STS application. Once into the add scale screen, there will be a list of all current scales (figure 7.5.1 C) that have already been created for the particular range that the new scale is going to be assigned to. This screen also contains the form for adding a new scale (figure 7.5.1 A). This form is unique in nature. Then adding a scale, there must be a number assigned to the scale, however, no number can be used twice within the same range. So when selecting a number (scale number) from the drop down box, do not be alarmed if numbers are missing. Looking below at the list of existing scales will help determine what numbers to use when adding a new scale. If the number zero (0) is used, the system automatically generates a 'N/A' value for the description. This will help to promote better data integrity and also help create proper reporting data. After all the information is entered into the form, click the save  link (figure 7.5.1 B), and the information will be saved to the database.

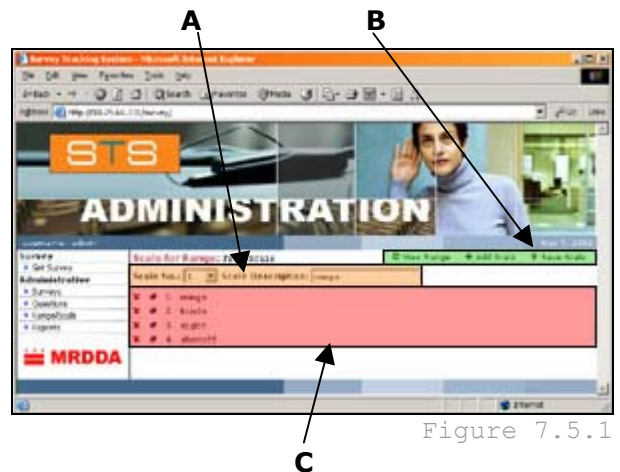



Figure 7.5.1

### 7.5.2 Update Scales

Update scales section will allow the administrator to go in and update any scale information. The layout of this screen is also identical to that of the add scale screen. Once the proper scale has been selected to be updated, the screen will appear with the form populated with the information of that scale. Adjust the information accordingly, and click the save  link. This will commit the information to the database.

### 7.5.3 Delete Scales

A scale can be deleted from two (2) different areas. The first being the view range screen and the second is from anywhere within the scale sections. To delete a scale, regardless of which section, click the delete **X** button. This will create a prompt:

Do you want to delete?

If upon coming to this point and the deletion of this scale is not wanted, click the cancel  button. This will void the transaction. To continue with the deleting of the scale click the OK  button. This action will **permanently** remove the scale from the STS application as well as the association that was made to any range.

## 8.0 Reports

All reports in the STS application will be comprised in Crystal Reports, third party software that allows for complex and detailed analysis of data that has been collected. To access the reports, select the reports link from the navigation bar. The list of reports that are available are as follows:

- Survey Report
- Questions Report
- Detailed Survey Report
- Date Survey Report
- Detailed Date Survey Report
- Answer Total Count Report


Some reports may require additional information in order for them to be run. In this case, select all the relevant information and click the run report  link.



Figure 8.0.1

### 8.1 Survey Report

Before running the *Survey Report*, the end user must select which survey this report is to be run on. Once selected the report will return a brake down off all the questions and there answers pertaining to that survey. Each question will then have a sum of all the answers given and an average score of all the answers combined. Each answer will have the following information included: The date of that answer, its scale number, the answer itself, and any comments associated with that answers.

### 8.2 Questions Report

The details of the *Questions Report* is similar to that of the Survey Report, except for the fact that it displays all questions that are currently in the system. Each section will begin with the question followed by the survey that it is assigned to and what range is being used to answer that question. Following that information are all the answers for that reports and a brake down of summary information identical to that in the survey report.

### 8.3 Detailed Survey Report

The *Detailed Survey Report* is a list of all survey within the application and the questions that have been assigned to each survey. Next to each question there will be an average score of the answers. This score can then be matched with the range that was provided with that survey. This report will also summarize how many persons have taken the survey and what the total average score for the entire survey was.

### 8.4 Date Survey Report

This report is a *Survey Report* with a date range attached to it. The end user must select the survey for which this report is to be based on and the date range of what time period the end user wishes to collect data from. This information displayed is identical to *Survey Report*.

### 8.5 Detailed Date Survey Report

This report is a *Detailed Survey Report* with a date range. The end user must select the date range from where the information is to be collected from. This information is then displayed exactly like that information from the *Detailed Survey Report*.

## 8.6 Answer Total Count Report

The Answer Total Count Report displays all questions within the STS application along with the survey that the question was assigned to and the range/scale that was assigned to the survey. The detailed part of the report shows a list of all possible answers for a particular question, the last date entry that was made for that answer and the number of each answer per question. The summary provides the total number of answers combined with the questions and the average score of those answers.